

Fiscal Year 2005  
Annual Report of the  
Federal Library and Information Center Committee

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Roberta I. Shaffer, Executive Director

## **Highlights of the Year**

During Fiscal Year 2005, the Federal Library and Information Center Committee (FLICC) continued its mission “to foster excellence in federal library and information services through interagency cooperation and to provide guidance and direction for FEDLINK.”

FLICC's annual information policy forum, “Evolving Information Policy: Open Access and New Constraints,” focused on the new opportunities of electronic publishing and the Web to expand access to literature resulting from federally funded research and to archive those materials to ensure its availability. Featuring a morning session with Elias A. Zerhouni, Director, National Institutes of Health (NIH) on NIH's new policy to make available all final results of research supported in whole or in part by NIH funding, the forum balanced the program in the afternoon with a discussion of the threat of terrorism, other information security issues and Executive Order 13233, which implements the Presidential Records Act and authorizes indefinite restriction of public access to archived presidential documents that had been largely available to the public after 12 years.

The FLICC working groups completed an ambitious agenda in Fiscal Year 2005. Notably, the Human Resources Working Group renewed their efforts to redefine the Office of Personnel Management's (OPM) 1410 Qualification Standards and the Classification Standards and remove the librarian occupation from OPM's services directory to have it established as a professional occupation; the Education Working Group presented a variety of seminars and workshops, including a leadership and management education series for current and potential federal library managers, and a variety of other workshops, seminars and institutes on cataloging, copyright law, digital licensing, and other information science policy issues; and the Content Management Working Group sponsored a content management update on the future of the federal library and workshops on information architecture, taxonomy and E-Government.

The FLICC Awards Working Group announced the following awards: 2004 Federal Library/Information Center of the Year in the Large Library/Information Center Category (with a staff of 11 or more employees): The Dudley Knox Library at the Naval Postgraduate School, Monterey, California; in the Small Library/Information Center Category (with a staff of 10 or fewer employees): Edwards Air Force Base Library, Air Force Material Command, Edwards Air Force Base, California; 2004 Federal Librarian of the Year: Barbara D. Wrinkle, chief of the Air Force Libraries Branch at the Air Force Library and Information System; and 2004 Federal Library Technician of the Year: Mary Alice B. Mendez, the library technician at the Defense Language Institute -- English Language Center Library at Lackland Air Force Base, Texas.

FLICC added five new programs to its online video library on topics ranging from information architecture, metadata and controlled vocabularies, E-Government and taxonomies, ontologies and the semantic Web.

FLICC also continued its collaboration with the Library's General Counsel on a series of meetings between federal agency legal counsels and agency librarians. Now in their seventh year, the fora grew out of the recognition that federal attorneys and librarians face many of the same questions concerning copyright law, privacy law, the Freedom of Information Act, and other laws in the electronic age, with regard both to using information within the agency and to publishing the agency's own information. These meetings have enhanced the relationship between agency attorneys and librarians and have helped them develop contacts with their counterparts at other agencies. This year's quarterly series featured discussions on the Government Accountability Office's (GAO) role in the federal appropriations process e-records management, policies for federal agency Web sites, and legal issues related to the National Institutes of Health (NIH) Public Access Policy.

FLICC's cooperative network, FEDLINK, continued to enhance its fiscal operations while providing its members with \$65.3 million in transfer pay services, \$8.4 million in direct pay services and an estimated \$30.7 million in Direct Express services, saving federal agencies more than \$11 million in vendor volume discounts and approximately \$7.8 million more in cost avoidance.

To meet the requirements of the Fiscal Operations Improvement Act of 2000 (P.L. 106-481) that created new statutory authority for FEDLINK's fee-based activities, FEDLINK governing bodies and staff members developed a five-year business plan in fiscal 2002 that entered its fourth year in Fiscal Year 2005. Program work in Fiscal Year 2005 continued to take advantage of the increased opportunities of FEDLINK's authority as a revolving fund. Staff members made significant progress on goals relating to improving processes and expanding marketing initiatives.

In Fiscal Year 2005, FEDLINK continued to give federal agencies cost-effective access to an array of automated information retrieval services for online research, cataloging and interlibrary loan (ILL). FEDLINK members also procured print serials, electronic journals, books and other publications, CD-ROMs and document delivery via Library of Congress/FEDLINK contracts with more than 120 major vendors. The program obtained further discounts for customers through consortia and enterprise-wide licenses for journals, aggregated information retrieval services and electronic books. FEDLINK awarded new contracts for monograph acquisitions with 26 companies and renewed six. FEDLINK implemented competition for agencies' serials services under new contracts with seven serial subscription agents. A number of national conferences highlighted FEDLINK programs including the Military Librarians Workshop, Defense Technical Information Center (DTIC) Users Group and FOSE, the premier exposition of technology for the government.

Fiscal Year 2005 also saw innovative educational initiatives including workshops and seminars on cataloging, information architecture, taxonomy, E-Government, serials holdings, copyright law, digital licensing, and other information science policy issues. Staff members sponsored 37 seminars and workshops for 1,426 participants and 33

onsite training classes for 216 students and 10 offsite programs for 89 participants. These included workshops on OCLC and acquisitions provided to Army and Air Force library staff members in Germany.

FEDLINK continued to customize and configure software and support services for electronic invoicing and increase online access to financial information for member agencies and vendors. Furthermore, FEDLINK's continuing financial management efforts ensured that FEDLINK successfully passed the Library's financial audit of Fiscal Year 2004 transactions.

FLICC also had a change of leadership in fiscal year 2005. After 10 years as the executive director, Susan M. Tarr, retired. In late August, the Library named Roberta I. Shaffer as FLICC's new executive director.

### **FLICC Quarterly Membership Meetings**

Beyond regular FLICC Working Group updates and reports from FLICC/FEDLINK staff members, each FLICC quarterly meeting included a special meeting focus on a new or developing trend in federal libraries or a guest speaker: the December 2004 FLICC Quarterly Membership meeting was a brainstorming session on the future of federal libraries and information centers; the February 2005 meeting featured the University of Maryland, Masters of Information Management (M.I.M.) study team's progress report on performance metrics; the June 2005 meeting included an update on "Libraries and Google: Improving Access to Information," by Catherine Gordon, Director, Business Development, Google, Inc.; and the September 2005 meeting's focus was a presentation on the "Digitization for Preservation: A Federal Government Perspective," by Judy Russell, Managing Director, Information Dissemination (Superintendent of Documents), U.S. Government Printing Office.

### **FLICC Executive Board (FEB)**

The FEB focused its efforts on a number of initiatives related to the FLICC 40<sup>th</sup> Anniversary and the FLICC Forum. Early in the year, the board also selected the 2004 FLICC Awards winners and updated the FLICC Bylaws. The FEB then contacted the Secretary of the Navy in support of reestablishing the position of Librarian of the Navy, worked with HUD on its library closure and then later began discussions with representatives from the EPA Libraries on a letter of support and to explore cooperative endeavors.

### **FLICC Working Group Highlights**

#### **FLICC Awards Working Group**

To honor the many innovative ways federal libraries, librarians, and library technicians fulfill the information demands of government, business, research, scholarly communities and the American public, the Awards Working Group administered a series of national awards for federal librarianship.

#### 2004 Federal Library/Information Center of the Year

Large Library/Information Center Category (with a staff of 11 or more federal and/or contract employees): The Dudley Knox Library at the Naval Postgraduate School, Monterey, California. FLICC recognized the Dudley Knox Library as a national leader in the delivery of government and defense information. They provide an information rich environment for both the Naval Postgraduate School's student body and the greater Department of Defense world wide. The library is also noted for looking forward and taking initiatives that bring a critical mass of content directly to the center of Navy work.

Small Library/Information Center Category (with a staff of 10 or fewer federal and/or contract employees): Edwards Air Force Base Library, Air Force Material Command, Edwards Air Force Base, California. FLICC recognized the Edwards Air Force Base Library for the innovative services and superior customer services it offered in Fiscal Year 2004. The library has demonstrated its ability to combine creativity and innovation to meet the needs of its military and civilian customers and the overall mission of its agency.

#### 2004 Federal Librarian of the Year

Barbara D. Wrinkle, chief of the Air Force Libraries Branch at the Air Force Library and Information System, was recognized for her vast knowledge, professional expertise and new initiatives that have greatly improved the Air Force library systems and provided the best possible information services to military personnel and their families around the world. She also is an inspirational and dedicated leader, supervisor and mentor who advocates for federal libraries and information services in today's society.

#### 2004 Federal Library Technician of the Year

Mary Alice B. Mendez, the library technician at the Defense Language Institute -- English Language Center Library at Lackland Air Force Base, Texas, was recognized for her dedication to service excellence in support of the mission of the Defense Language Institute English Language Center Library during Fiscal Year 2004. As the sole staff member of the library, she carried out the normal duties of a technician but also the duties typically performed by a professional librarian, including collection development, acquisitions, cataloging, reference and interlibrary loans. As a creative problem solver, employed the talents to support a variety of customer focused activities that reinforce the library's successes.

At the annual FLICC Forum on Federal Information Policies in March 2005, the Librarian of Congress presented the individual award winners with a certificate and an engraved crystal award in the shape of a book honoring their contributions to the field of federal library and information service; he presented the institutional winners with framed, hand-painted certificates for display.

#### **FLICC Budget and Finance Working Group**

The FLICC Budget and Finance Working Group developed the Fiscal Year 2006 FEDLINK budget and fee structure in the spring quarter. The group produced an online

budget questionnaire for FEDLINK members and used the results to verify assumptions for the budget for Fiscal Year 2006. The final budget for Fiscal Year 2006 kept membership fees for transfer pay customers at Fiscal Year 2005 levels: 7.75 percent on accounts up to \$300,000 and 7.00 percent on amounts exceeding \$300,000. Direct pay fees also remained at Fiscal Year 2005 levels, as did Direct Express fees of 0.75 percent for all participating commercial online information services vendors. Library officials approved the budget in August 2005.

### **FLICC Competitive Sourcing Working Group**

The working group sponsored a brown bag discussion session in January, Competitive Sourcing: A Catalyst for Change, which featured a discussion of the competitive sourcing process including possible outcomes, how it may happen and what has to be done. Experienced librarians from a number of federal agencies provided an overview of the process, introduced vocabulary, clarified acronyms and shared resources. Members also began preparations for a survey on competitive sourcing to collect basic information concerning the history of outsourcing in federal libraries and revised Chapter 5 of the FLICC *Handbook of Federal Librarianship* that covers competitive sourcing.

### **FLICC Content Management Working Group**

The working group sponsored brown bag discussion on E-Government, federated search technologies, information architecture, metadata and controlled vocabularies. Members also coordinated and held the 2005 Content Management Update: The Future of the Federal Library which attracted more than 100 attendees. They upgraded their working group Web site, offering links to a host of content management resources by topic and centered their discussions on issues such as OAI Rights Expression Language and the NISO Open Digital Language.

### **FLICC Education Working Group**

During Fiscal Year 2005, the FLICC Education Working Group, in collaboration with other FLICC working groups, sponsored a total of 37 seminars, workshops and lunchtime discussions for 1426 members of the federal library and information center community concerning cataloging, copyright issues, statistics, information access, communication skills and leadership development.

The working group responded to the educational agenda developed by the FLICC membership in 2001 by continuing its seminar series from the American Management Association with a multiple day sessions on communication and a “mini-MBA” series for federal library directors.

### **FLICC Human Resources Working Group**

The working group continued its focus on the critical areas of core competencies, recruitment and retention of federal librarians, professional development and advancement for federal librarians. The groups continued negotiating with OPM on

removing “librarian” as a category in the Department of Labor's Directory of Occupations under the Contracts Services Act and redefining the OPM 1410 Qualification and Classification Standards.

### **FLICC Nominating Working Group**

The FLICC Nominating Working Group oversaw the 2005 election process for FLICC rotating members, FLICC Executive Board members and the FEDLINK Advisory Council (FAC). Librarians representing a variety of federal agencies agreed to place their names in nomination for these positions.

### **FLICC Working Group on Federal Libraries/GPO Partnership**

Early in the year, nine librarians on this ad hoc working group met with the Superintendent of Documents to discuss issues related to the future of the depository program within the federal library context. In the succeeding months, the group received proposals from GPO via its closed listserv and commented on GPO plans from a federal library perspective.

### **FLICC Preservation and Binding Working Group**

The working group completed its efforts on a “statement of work” (SOW) for developing a standard federal conservation/preservation service contract that opened for bids in the spring. After members of the working group reviewed bidders’ proposals for conservation and preservation services, Library of Congress Contracts and Grants Management (LC/ C&G) awarded basic ordering agreements (BOAs) to 13 preservation services vendors. The working group also held an informational session on the GPO binding contract.

### **FLICC Publications and Education Office**

In Fiscal Year 2005, FLICC supported an ambitious publication schedule producing six issues of *FEDLINK Technical Notes*: November/December 2004 (8 pages); January/February 2005 (12 pages); March/April 2005 (12 pages); May/June 2005 (8 pages); July/August 2004 (12 pages); and September/October 2005 (12 pages); and two issues of the *FLICC Quarterly Newsletter*: Spring/Summer 2004 (8 pages) and Fall/Winter 2005 (16 pages).

FLICC revised mission critical materials and developed targeted resources to support the FEDLINK program, including the Fiscal Year electronic-only 2006 *FEDLINK Registration Pamphlet* and four FEDLINK Information Alerts. FLICC also produced the minutes of the four Fiscal Year 2005 FLICC Quarterly Meetings and six FLICC Executive Board meetings, and all FLICC Education Program promotional and support materials including the FLICC Forum announcement, forum attendee and speaker badges, press advisories, speeches and speaker remarks and forum collateral materials. FLICC produced 47 FLICC Meeting Announcements to promote FLICC education programs, FEDLINK membership and OCLC users’ meetings, brown-bag discussion series and education institutes, along with badges, programs, certificates of completion and other

supporting materials.

FLICC and FEDLINK staff members continued to manage, support and update the FLICC/FEDLINK Web site of more than 1,000 pages of content, video and resource links. Special Web projects this year included updating the html code on all new and revised Web pages to meet both the Library's and the World Wide Web Consortium's HTML code validation and access requirements and revisions to the federal library resources site. Staff members worked closely with the FLICC working groups, updating the Awards, Preservation and Binding, and Human Resources Working Groups pages and completed a new Content Management Working Group page. FLICC staff members continued to convert all publications, newsletters, announcements, alerts, member materials, meeting minutes and working group resources into HTML and PDF formats, uploading current materials within days of their being printed. Staff members maintained the many Web links throughout the FLICC/FEDLINK Web site and enhanced and expanded the site via an inter-unit Web team of content, design, editorial and technical personnel.

FLICC's increased its distance learning offerings by providing on-demand Web videos of both the fall and spring FEDLINK Membership meetings, as well as the annual FLICC Information Policy Forum, the FLICC Awards Ceremony, the Joint Spring Workshop and a number of content management events. Staff members now also routinely incorporate electronic versions of powerpoint and other presentation materials to enhance access to the resources available at educational programs.

FLICC staff members recorded five outstanding educational programs to provide videos on interlibrary loan through the National Library of Education. To make the discussions and presentations at the FLICC quarterly membership meetings available for members at remote locations, staff members recorded these sessions and distributed copies in DVD format for viewing by members who were unable to attend.

In collaboration with FEDLINK Network Operations staff members, the FLICC Publications staff continued to offer dynamic resources including OCLC Usage Analysis Reports, pricing data and many other new documents, including the Fiscal Year 2005 budget questionnaire and ballot, as well as a variety of training resources. Staff members also worked with Library of Congress Contracts and Gifts staff to make electronic versions of FEDLINK's Requests for Proposals available online for prospective vendors.

In Fiscal Year 2005, Publications staff members continued to support the Member Services Unit and their Online Registration/Online Interagency Agreement (IAG) system. The Online Registration site also included an updated screen regarding serials subscriptions services competitions with enhanced interactive forms and detailed instructions.

In conjunction with the FLICC Working Groups, FLICC offered a total of 37 seminars, workshops, and lunchtime discussions to 1,426 members of the federal library and



information center community. Multiple-day institutes looked at cataloging, organizational communication, international and online copyright management; one-day sessions offered hands-on and theoretical knowledge on E-Government basic serials and MARC cataloging, taxonomy, statistics, content management, Library of Congress subject headings and virtual reference. FLICC was also the host to four General Counsel Fora on appropriations, electronic records management, E-Government, NIH information access, and fair use and three Federal Webmaster Fora on emerging technology issues related to E-government initiatives. FLICC also collaborated with CAPCON on educational events by co-promoting programs and opening events up to each other's members when additional registrations were available.

FLICC demonstrated its ongoing commitment to library technicians' continuing education by hosting a popular teleconference series, "Soaring to... Excellence," produced by the College of DuPage. Federal and academic librarians also joined FLICC professionals to discuss various areas of librarianship, including taxonomies, acquisitions, cataloging, copyright laws, reference and automation.

FLICC also provided organizational, promotional and logistical support for FEDLINK meetings and events including: the FEDLINK Fall and Spring Membership Meetings; two FEDLINK OCLC Users Group meetings; and 47 vendor presentations with 374 customers attending.

### **FEDLINK (Federal Library and Information Network)**

In Fiscal Year 2005, FEDLINK continued to give federal agencies cost-effective access to an array of automated information retrieval services for online research, cataloging and interlibrary loan (ILL). FEDLINK members also procured print serials, electronic journals, books and other publications, CD-ROMs and document delivery via Library of Congress/FEDLINK contracts with more than 120 major vendors. The program obtained further discounts for customers through consortia and enterprise-wide licenses for journals, aggregated information retrieval services and electronic books. FEDLINK awarded new contracts for monograph acquisitions with 26 companies and renewed six. FEDLINK also initiated competition for federal agencies' serials services under new contracts with seven serial subscription agents. To market these products and services to current and potential FEDLINK customers, staff members participated and exhibited in a number of national conferences including the Military Librarians Workshop, DTIC Users Group and FOSE, the premier exposition of technology for the government.

The FEDLINK Advisory Council (FAC) met eight times during the Fiscal Year. In addition to their general oversight activities, the council advised FEDLINK managers on priorities for the fourth year of the five-year business plan, provided valuable insight into trends in the information industry and supported adoption of the proposed Fiscal Year 2006 budget. They also provided feedback on the administration of consortial purchases and provided insight to FEDLINK staff members on customer requirements.

The annual Fall FEDLINK Membership meeting featured Carrie Russell, Copyright Specialist, American Library Association Office for Information Technology Policy, who presented "Copyright in the Digital Age." FEDLINK staff members also presented information about new services at this meeting.

The Spring FEDLINK Membership meeting featured Carol Bursik, chair of the FLICC Budget and Finance Working Group, who presented the proposed Fiscal Year 2006 budget; a presentation by Miriam Nisbet, Legislative Counsel, American Library Association, on "ALA's Perspective on the Principles for Fair Electronic Commerce Transactions;" and a discussion of issues affecting federal agencies' licensing of electronic content presented by a panel of federal librarians from EPA, Armed Forces Medical Library and Naval Research Laboratory Library.

### **FEDLINK/OCLC Network Activity**

Both FEDLINK OCLC Users Group meetings, held in October and May, provided in depth presentations on OCLC's expanded Web services including improved interfaces for cataloging, interlibrary loan, reference databases and full text in FirstSearch, NetLibrary and QuestionPoint, the Library of Congress-OCLC cooperative digital reference system.

FEDLINK staff members supplemented these biannual OCLC meetings with six "OCLC News" articles in *FEDLINK Technical Notes*, postings on electronic lists, extensive telephone consultations and email. They provided demonstrations and lectures at agency meetings, such as Navy and Air Force library meetings, the Military Librarians Workshop and the Defense Technical Information Center Users Group meeting. Staff members also monitored OCLC usage, posted usage data monthly to FEDLINK's online account management system, ALIX-FS and reduced deficits in OCLC accounts.

Eleanor Frierson, Deputy Director, National Agricultural Library, represented FEDLINK on the OCLC Membership Council where they added a federal perspective to the larger issues in librarianship and information science and contributed to future plans that meet the cooperative needs of libraries and similar institutions. She was re-elected for a second three-year term in the spring of 2005. Suzanne Ryder, Associate Librarian, Naval Research Laboratory Library, was elected Alternate Delegate.

### **Training Program**

The 2005 FEDLINK training program included 33 onsite training classes for 216 students and 10 offsite programs for 89 participants. These included workshops on OCLC and acquisitions provided to Army and Air Force library staff members in Germany.

FEDLINK promoted its training agreements with other OCLC networks so that FEDLINK customers could fund training accounts for workshops held by Amigos, BCR, CAPCON, Michigan Library Consortium, Missouri Library Network Corporation, NYLINK, OCLC

Western, PALINET and SOLINET. FEDLINK also brokered the Computers in Libraries conference at a discounted rate for more than 250 attendees, saving the government approximately \$49,000.

### **Procurement Program**

During Fiscal Year 2005, staff worked closely with LC/C&G to issue a Request for Proposal for monograph acquisitions, resulting in basic ordering agreements with 11 additional book jobbers for Fiscal Year 2006, bringing the total to 32. Staff also worked with LC/C&G to compete individual libraries' serials subscription services for 123 libraries.

FEDLINK staff members continued to support consortial arrangements for services such as INSPEC, LexisNexis and West.

### **FEDLINK Fiscal Operations**

FLICC's cooperative network, FEDLINK, continued to enhance its fiscal operations while providing its members with \$65.3 million in transfer pay services, \$8.4 million in direct pay services, and an estimated \$30.7 million in the new Direct Express services, saving federal agencies more than \$11 million in vendor volume discounts and approximately \$7.8 million more in cost avoidance.

To meet the requirements of the Fiscal Operations Improvement Act of 2000 (P.L. 106-481) that created new statutory authority for FEDLINK's fee-based activities, FEDLINK governing bodies and staff members developed a five-year business plan in Fiscal Year 2002 that entered its fourth year in Fiscal Year 2005. Program work in Fiscal Year 2005 continued to take advantage of the increased opportunities of FEDLINK's authority as a revolving fund. Staff members made significant progress on goals relating to improving processes and expanding marketing initiatives to attract high volume customers through a pilot initiative that lowered fees for their vendor accounts in excess of one million dollars.

### **FEDLINK Vendor Services**

Total FEDLINK vendor service dollars for Fiscal Year 2005 comprised \$65.3 million for transfer pay customers, \$8.4 million for direct pay customers and \$30.7 million of estimated vendor billings to Direct Express customers. Database retrieval services, available only through the transfer pay and Direct Express options, represented \$28.9 million and \$30.7 million, respectively. Within this service category, online services comprised the largest procurement for transfer pay and Direct Express customers, representing \$27.1 million and \$28.9 million, respectively. Publication acquisition services, available only through the transfer pay and standard direct pay options, represented \$29.0 million and \$8.4 million respectively. Within this service category, serials subscription services comprised the largest procurement for transfer pay and direct pay customers, representing \$20.0 million and \$8.2 million, respectively. Library support and other miscellaneous services, available only through the transfer pay option,

represented \$7.4 million. Within this service category, bibliographic utilities made up the largest procurement area, representing \$5.0 million.

### **Accounts Receivable and Member Services**

FEDLINK processed Fiscal Year 2005 registrations from federal libraries, information centers, and other federal offices for a total of 518 signed IAGs. In addition, FEDLINK processed 2,002 IAG amendments (1,001 for Fiscal Year 2005 and 1,001 for prior years) for agencies that added, adjusted or ended service funding. These IAGs and IAG amendments represented 7,238 individual service requests to begin, move, convert or cancel service from FEDLINK vendors. FEDLINK executed service requests by generating 7,054 delivery orders that LC/Contracts and Grants issued to vendors. For Fiscal Year 2005 alone, FEDLINK processed \$65.3 million in service dollars for 2,238 transfer pay accounts and \$8.4 million in service dollars for 28 direct pay accounts. Included in the above member service transactions were 731 member requests to move prior year (no-year and multiple year) funds across Fiscal Year boundaries. These no-year and multiple-year service request transactions represented an additional contracting volume of \$4.1 million.

### **Transfer Pay Accounts Payable Services**

For transfer pay users, FEDLINK processed 55,962 invoices for payment during Fiscal Year 2005 for both current and prior year orders. Staff members efficiently processed vendor invoices and earned \$19,989 in discounts in excess of interest payment penalties levied for the late payment of invoices to FEDLINK vendors. FEDLINK rejected 7995 invoices due to the following reasons: insufficient customer funds, 33 percent; duplicate vendor invoices, 30 percent; no authority (i.e., IAG and/or Delivery Order), 29 percent; and unidentified customer and other, 8 percent. FEDLINK continued to maintain open accounts for three prior years to pay publications service invoices ("bill laters" and "back orders") for members using books and serials services.

Staff members issued 86,919 statements to members (22,323 for the current year and 64,596 for prior years). FEDLINK generated current fiscal year statements for electronic information retrieval service accounts on the thirtieth or the last working day of each month and publications and acquisitions account statements on the fifteenth of each month. In support of closing obligations for expired Fiscal Year 2000 appropriations, FEDLINK issued final Fiscal Year 2000 statements and quarterly statements for prior Fiscal Years while supporting the reconciliation of Fiscal Year 2001 FEDLINK vendor services accounts. FEDLINK issued the final call for Fiscal Year 2001 and 2002 invoices to vendors September 2005.

### **Direct Express Services**

The FEDLINK Direct Express Program now includes 59 vendors offering database retrieval services. Direct Express began as a pilot program with just five vendors in Fiscal Year 2003. FEDLINK established the program to provide customers similar procurement and payment options available through the General Services Administration (GSA) where vendors pay a quarterly service fee based on customer

billings for usage. Customers and vendors need only cite the FEDLINK contract terms and conditions and then benefit by simplifying the process of establishing a FEDLINK IAG for the direct purchase of online services.

Direct Express generated 114 percent of the fee revenue initially anticipated in the budget and the forecast for Fiscal Year 2005. FEDLINK attributes the successful performance to the implementation of revised procedures that strengthened program communication and control while improving the timeliness of vendor reporting and payment to FEDLINK.

### **Budget and Revenue**

FEDLINK Fiscal Year 2005 fee revenue from signed IAGs increased 6.7 percent, or \$311,859 above Fiscal Year 2004 levels and was 1.2 percent, or \$56,777 more than anticipated by the Fiscal Year 2005 budget. Fiscal Year 2005 expenditure obligations, however, are expected to exceed FEDLINK fee revenue by \$150,648.

### **Reserves and Risks**

FEDLINK estimates its reserve carryover for Fiscal Year 2005 will be \$1,569,000, exceeding the program's reserve requirement by \$111,000. Required reserves are intended for the following risk mitigation items: annual leave, \$160,000; and shut down costs, \$797,000

### **Other Financial Systems Accomplishments**

FEDLINK, with the support of ITS, returned to efforts to implement a system to allow customers to make electronic amendments via the Online Registration System. This system interfaces with SYMIN to process customer IAG transactions. By the end of Fiscal Year 2005, FEDLINK began testing the amendments feature which represents the final stage for automating all customer requests and modifications. The feature allows customers and vendors to update their point of contact information and to review data they have provided to FEDLINK all within the parameters of ITS security guidelines. FEDLINK systems staff members also consulted with LS/APLO and ITS to discuss options for replacing FEDLINK's aging document imaging system.

### **Financial Management, Reporting and Control**

FEDLINK successfully passed the Library of Congress Financial Audit of Fiscal Year 2004 transactions and completed vulnerability assessments of program financial risks for Library Services. As a follow-up requirement, staff members completed detailed control reviews of program financial operations for Library Services, Office of Management and Training and OIG review. Support for these audits includes financial systems briefings, documented review and analysis of financial system, testing and verification of account balances in the central and subsidiary financial system, financial

statement preparation support, security briefings and reviews and research and documented responses to follow-up audit questions and findings.

FEDLINK continued to provide central accounting for customer agency account balances to meet Treasury Department reporting requirements. FEDLINK also completed all aspects of its Revolving Fund status reporting, including preparation, review and forecasting of revenue and expenses for the accounting period.